

## **Job Title: Organizational Change Manager**

### **General Description**

Responsible for the overall corporate leadership development, organizational redesign, team development and change management. Develop organizational change management plans using framework methodologies. Effectively communicate your plan and strategy and delegate clear expectations to your team of skilled and experienced professionals. Develop the team culture and build trust through being direct, bringing solutions and providing constructive feedback.

Foster positive and healthy relationships with all cross-functional teams, vendors, partners and leadership working together to keep the change management plan and all-encompassing stakeholders on track with a focus on member, branch and business experience. Identify and solve issues; typically, before they happen but always with a quick, effective and well-communicated plan getting the buy-in required for program adoption and success. Ensure change management framework, analysis, tools and plans are in place and team members are accountable and delivering.

### **Essential Duties and Responsibilities**

- Guide clients through the development life cycle from strategy to execution including Talent Management, Performance Development, Employee Engagement Surveys, etc.
- Talent Management: support clients through the process and support follow-up action planning for talent and succession planning including the identification of high potential employees, ensuring a lens on the diversity of our talent.
- Employee Engagement: Partner with our Organizational Effectiveness team to conduct needs analysis to identify gaps at the individual, team and organizational levels (e.g., through interviews, focus groups, data collection and analysis) and to guide clients through the Employee Opinion Survey. Build action plans that address employee engagement feedback, advise on implementation and assess progress.
- Manage clients-specific or ad-hoc development projects and processes, leveraging best practices to address business needs, for example:
  - Ensure an end-to-end people agenda for aligned client groups through partnership with business leaders, HR Business Partners and Advisors, Leadership (Management Development) team, and other Corporate Division.
  - Deliver innovative organizational development solutions for employees, managers/leaders, and teams by partnering across the firm (functions, lines of business, regions) to drive best practices, consistency, and measurement of impact.
  - Manage organizational development-type projects including the identification and timely execution of deliverables, communications strategy and implementation plan.
- Lead the charge on Organization Development, focusing on Organizational Effectiveness (looking systemically at the health and functioning of the entire organization and creating solutions to address pain points in co-creation with HR and Business Partners), Organizational Design, and Change Management.
- Focus on OD skill development which includes (but is not limited to) systems thinking, solution design, and stakeholder engagement.
- Further develop our change management and agility skills at the leadership level to ensure early adoption and ownership of change.
- Apply a data-driven approach to continuously improve development offerings.
- Support our culture with innovative and proven strategies around ongoing education.
- Support/embed the departmental onboarding approach and drive accountability.

### **Supervisory Responsibilities**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Coach and develop highly competent employees. Foster a spirit of teamwork allows for disagreement over ideas as well as diversity. Provide budgetary oversight.

**Education**

Master's Degree in Human Resources, Industrial Psychology or Organizational Development. Polish presentation skills, strong oral and written communication skills and fully bilingual (English/Spanish). Above average proficiency in MS Office 365.

**Experience**

A minimum of seven (7) years of progressive talent development experience in a variety of disciplines including OD, consulting, organizational design, training, leadership development, talent management, performance management, project management, culture transformation and change management.

**Certifications / Licenses**

Change Management

Coaching

Global Professional in Human Resources (GPHR)

Organizational Development

PMP

Prosci, ADKAR

ROI

**Competencies**

Accountability

Analytical Discipline

Building Effective Teams (L)

Change Agent

Character

Collaboration & Teamwork

Customer Centric

Developing People (L)

Strategic Thinking (L)

**Additional Information**

The information provided here is only a general guide as to the nature of the position and does not constitute an exact description of the goals, tasks, duties and responsibilities of the position. The specific details of each position are described in the employee's performance evaluation.

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